
Appendix 8

Key Performance Measures

The Strategic Plan identifies some of the performance measures VA will use to gauge progress toward achievement of our strategic goals and objectives. This is not an exhaustive list of the Department's measures. Instead, they are illustrative examples of the ways in which we will monitor our progress.

VA leaders have identified a subset of the Department's performance measures as "key measures." These are the indicators we consider critical to success and will be used to measure progress on our most significant performance goals. Not only are these measures included in the Strategic Plan, but they are highlighted in VA's Annual Performance Plans and Annual Performance Reports.

VA's key performance measures are:

- Percent of veterans rating VA health care service as very good or excellent – inpatient
- Percent of veterans rating VA health care service as very good or excellent – outpatient
- Percent of patients seen within 20 minutes of scheduled appointment at VA health care facilities
- Percent of patients who are able to obtain a non-urgent appointment with a specialist within 30 days of referral
- Percent of patients who are able to obtain a primary care appointment within 30 days
- Clinical practice guidelines
- Prevention index II
- Reduction of Veterans Health Service Standard (VHSS) problems reported per patient for the "patient education," "visit coordination," and "pharmacy" categories
- Root cause analyses are in correct format and completed within 45 days
- Proportion of discharges from SCI center bed sections to non-institutional settings
- Percent of physician medical residents and other trainees who rate their VA health care educational experience as comparable or superior to other clinical educational training
- Institutional Review Board compliance with NCQA accreditation and maintenance, as appropriate, of AALC or NRC accreditation or certification
- National accuracy rate (core rating work)
- Overall satisfaction – C&P
- Rating-related actions - average days to process
- Appellate actions-appeals resolution time
- C&P telephone activities - abandoned call rate
- C&P telephone activities - blocked call rate
- Montgomery GI Bill usage rate
- Customer satisfaction-high ratings – Education
- Payment accuracy rate
- Rehabilitation rate
- Foreclosure avoidance through servicing (FATS) ratio
- High customer ratings – Insurance
- Percentage of blocked calls – Insurance
- Percentage of insurance disbursements paid accurately
- Average days to process insurance disbursements
- Percent of veteran population served by a burial option within a reasonable distance (75 miles) of their residence
- Percent of respondents who rate the quality of service provided by the national cemeteries as excellent
- Percent of respondents who rate national cemetery appearance as excellent